

2073 VISITATION

Chapter: **Sununu Youth Services Center**

Section: **Safety and Security**



New Hampshire Division for Children, Youth and Families Policy Manual

Policy Directive:

Approved:

Effective Date: **January 1, 2010**

Scheduled Review Date:

William W. Fenniman, DJJS Director

Related Statute(s): [RSA 621](#) and [RSA 621-A](#)

Related Admin Rule(s):

Related Federal Regulation(s):

Related Form(s): **Visitor Log Sheet (Consent to Search), Daily Visitor's Log**

Bridges' Screen(s) and Attachment(s):

Because strong family and community ties increase the likelihood that residents will succeed after release, visits are encouraged. Moreover, visits for most residents are an important contributing factor to their quality of life while committed and/or detained. Holding visits in our Dining Room enables families to have physical contact visits in pleasant surroundings, with minimum surveillance to ensure privacy. Arrangements are made to allow confidential visits with attorneys and other professionals. No restrictions shall be made on a resident's visitation rights except when the Residential Bureau Chief or designee possess substantial justification for such restrictions.

Purpose

The purpose of this policy is to establish the procedure for ensuring the security of visits.

Policy

Reception and Supervisors are the initial gatekeepers in the visitor process. To ensure security during visits the following shall occur:

- I. Reception Staffing: The Reception area in the SYSC Lobby will be staffed Monday through Friday from 7:00 am to 9:00 pm and from Noon to 6:00 pm on Saturdays, Sundays, and holidays.
- II. Staff Notification of Visits: Residential staff expecting visitors shall inform the Receptionist of the name and expected time of arrival of the visitor.
- III. Reception and Supervisors Responsibility on Entrance: The Receptionist shall:
 - A. Greet each visitor.
 - B. Request from each visitor:
 1. Name of visitor.
 2. Name of person being visited.
 3. Purpose of the visit.
 4. Photographic identification to verify visitor identity.
 - C. Maintain the Visitor Log for all visitors, which shall include the following:

1. Visitor's name.
 2. Time of arrival.
 3. Person being visited.
 4. Color and number of visitor's badge.
 5. Time of departure.
- D. For a Family Visitor entering the facility, the Receptionist shall:
1. Utilize Bridges to verify that the person is authorized to visit the resident. If the Family Visitor is not an authorized visitor, immediately notify Supervisors to assist with the matter.
 2. Notify the residential unit of the arrival of the Family Visitor and verify who will be meeting the Family Visitor.
 3. Request that the Family Visitor place all outerwear and personal items (including purses, wallets, keys, cell phones) in a locker in the Lobby, provide the family member with a key to the locker to lock his/her belongings, and ask that the key be returned once the items have been secured.
 4. Identify all family members who will be visiting and obtain their photo identification in exchange for a visitor's badge (visitor's badges will be numbered and will identify the wearer as a "Visitor"; different colors will be used to distinguish between Family Visitors, Professional Visitors, and Volunteers). If visiting family members authorized to visit do not have photo identification, a list of the names of those family visitors will be attached to the photo identification provided by one family visitor.
 5. Attach and file together for each Family Visitor or group: the photo identification of family members able to provide it, a list of visitors in the family group without photo identification, and the locker key.
 6. Request the Family Visitor sign the Daily Visitor's Log.
 7. Notify Supervisors to send staff to the Lobby to process the visitors through the metal detector and the sally port.
 8. Family visitors must be met on the School Common side of the sally port and be escorted to the place of their visitation.
- E. For a Professional Visitor entering the facility, the Receptionist shall:
1. Notify the staff member the Professional Visitor is here to see. In the case of a Professional Visitor who is there to see a resident, notify the residential unit.
 2. Request that the Professional Visitor place outerwear and personal items not needed for the professional visit (including purses, wallets, keys, and cell phones) in a locker in the Lobby, and provide the Professional Visitor with a key to the locker and request that it be returned once the items have been secured.

3. Request that the Professional Visitor provide his/her photo identification and the locker key in exchange for a visitor's badge.
 4. Attach and file the Professional Visitor's photo identification and locker key.
 5. Request the Professional Visitor sign the Daily Visitor's Log.
 6. Notify Supervisors to send staff to the Lobby to process the Professional Visitor through the metal detector and the sally port.
 7. At the discretion of the Supervisors, Professional Visitors may be cleared through the sally port and allowed to wait on the bench in the School Common for the person with whom they are to meet.
- F. For a volunteer (or group of volunteers) entering the facility, the Receptionist shall:
1. Request photographic identification of each volunteer and check the list of approved volunteers for a particular program and the Facility Master Schedule to verify that the volunteer is authorized to enter the building at this time.
 2. If the individual is not authorized to be present in the facility at that time, notify the Volunteer Coordinator or Supervisors to assist with the matter.
 3. If the volunteer is authorized to enter the building at that time:
 - (a) Notify the appropriate staff to meet the volunteer in the School Common.
 - (b) Request that the volunteer place outerwear and personal items not needed for the volunteer activity in a locker. Provide the volunteer with a key to the locker and ask that it be returned once all items have been secured.
 - (c) Issue a visitor's badge to volunteer in exchange for a photo ID.
 - (d) Request the volunteer sign the Daily Visitor's Log.
 - (e) Notify Supervisors to send staff to the Lobby to process the volunteer through the metal detector and the sally port.
 - (f) At the discretion of Supervisors, volunteers may be cleared through the sally port and be allowed to wait in the School Common to be escorted to the site of their volunteer activity.

IV. Visitor Log:

- A. The Visitor Log will contain language that contains the following:
1. Fair warnings about contraband.
 2. A consent to search.

3. A warning that visitors may not be given access to the SYSC unless they submit to a search.
- B. Every visitor will sign the Visitor Log acknowledging the warnings and giving consent.
- V. Searches: Staff should conduct searches on visitors to the SYSC. One of two types of searches will be performed. First, staff may choose to search every visitor. Second, the staff may choose to search randomly. If a random search is undertaken Supervisors will determine a plan for searching (i.e. search every fourth person to visit). No visitor will be searched based on racial, ethnic, gender or other physical characteristics. Staff shall search any visitor whom they can articulate reasonable suspicion to conduct a search.
- VI. Visits as a Privilege: Physical contact visits will be available for all residents unless there is an articulable concern for the order and security of the SYSC facility. Unit Managers and/or Supervisor personnel may end a visit based on a violation of the visitation rules and/or concern for order and safety. Denying visitation beyond a specific incident must be approved by the Residential Bureau Chief or designee.
- VII. Special Visits: Special visits may include persons who have come long distances, visits to hospitalized residents, visits to residents in disciplinary status or other visits that are requested that are beyond the routine visitation practice must be approved by the Residential Bureau Chief or designee.
- VIII. Reception and Supervisor Responsibility on Exit:
 - A. To ensure that all visitors who have entered SYSC have departed from the facility, the Receptionist shall:
 1. Remind visitors exiting the sally port to turn in their badges in exchange for the return of the visitor's photo identification and locker key.
 2. Request that the visitor sign out on the Daily Visitor's Log.
 3. Throughout each day, periodically check the Daily Visitor's Log to verify the status of visitors.
 - B. The receptionist shall notify Supervisor immediately if it appears that a visitor has not departed from the building.
 - C. To ensure that detained residents maintain contact with their families and receive appropriate professional visitation during their detention, the John H. Sununu Youth Services Center (SYSC) provides detained residents the opportunity to receive family and professional visits, subject to the limitations necessary to maintain facility order and security.
- IX. Detained Resident Visits: The Division encourages residents to stay connected to their families through family visits. Visits are limited to immediate family members (parents/legal guardians, siblings, and grandparents). Detained resident visits shall be done in the following manner:
 - A. Family Visits – The following will apply to family visits:
 1. As established by Supervisors and reflected on the Facility Master Schedule, family visitation of detained residents shall occur:

2. One weekday evening from 6:30 to 8:30 PM.
3. One two-hour period on either Saturday or Sunday afternoon.
4. On Thanksgiving Day, Christmas Day, and New Year's Day as scheduled by Supervisors.
5. Family visitation of detained residents shall occur in the Dining Hall.
6. Requests for special visits and alternative times or locations shall be evaluated on a case-by-case basis, and granted at the discretion of the Unit Manager.
7. All visitors shall provide positive proof of identification, and they shall undergo all required security screenings before entering the secure part of the facility.
8. Visitors shall leave all personal property including, but not limited to, purses, cell phones, medications, keys and coats in their vehicles or the lockers provided in the Lobby.
9. Subject to inspection and at the discretion of Supervisors, family members may be permitted to bring certain items to their residents during a visit, including decks of cards, magazines, postage stamps, and books.
10. Food items, whether homemade or purchased, are not permitted without prior approval of the Unit Manager and Supervisors. Family members may purchase food from the vending machines in the Café and take it to the Dining Hall for the visit.

B. Professional Visits – The following shall apply to professional visits:

1. Professional visitors are those individuals whose relationship with the resident is not familial; they include attorneys, therapists, and Juvenile Probation and Parole Officers.
2. Professional visits shall occur on weekdays between 8:00 AM and 4:00 PM.
3. Visits with professionals shall occur in areas designated by Supervisors that allow for appropriate security and privacy.
4. Professional visitors shall provide positive proof of identification prior to the visit and shall undergo all required security screening before entering the secure part of the facility.
5. Except as provided in Paragraph 6 below, professional visitors shall leave all personal property including, but not limited to, purses, briefcases, cell phones, medication, keys, and coats in their vehicle or in the lockers provided in the Lobby.
6. Subject to inspection and at the discretion of Supervisors, professional visitors may bring into the facility such items as are necessary to enable them to conduct their professional business with the resident.

- X. Committed Resident Visits: To ensure that committed residents maintain contact with their families and receive appropriate professional visitation during their commitment, the Division provides committed residents the opportunity to receive family and professional visits, subject to the limitations necessary to maintain facility order and security.

A. Family Visits – The following shall apply to family visit:

1. Family Visits are limited to those family members who have been approved for visitation by the Bureau Chief of Residential Services or designee and whose names appear in the resident chart and on Bridges as approved visitors for the resident.
2. As established by Supervisors and reflected on the Facility Master Schedule, family visitation for committed residents will be conducted by residential building.
 - (a) Family visitation for each residential building will occur on one
 - (b) Weekday evening from 6:30 to 8:30 pm and during one 2-hour period on either Saturday or Sunday afternoon.
 - (c) Family visitation on holidays shall be as scheduled by Supervisors.
 - (d) Family visitation shall occur in the Dining Hall.
3. Requests for special visitation or for alternative dates, times, or locations shall be evaluated on a case-by-case basis, and granted at the discretion of the Unit Manager.
4. All visitors shall provide positive proof of identification and shall undergo all required security screenings before entering the secure part of the facility.
5. Visitors shall leave all personal property including, but not limited to, purses, cell phones, medications, keys, and coats in their vehicles or in the lockers provided in the Lobby.
6. Subject to inspection and at the discretion of the Supervisor, family members may be permitted to bring certain items to their residents during a visit including decks of cards, magazines, postage stamps, and books.
7. Food items, whether homemade or purchased, are not permitted without prior approval of the Unit Manager and Supervisor. Family members may purchase food from the vending machines in the Café and take it to the Dining Hall for the visit.

B. Professional Visits – The following shall apply to professional visits:

1. Professional visitors are those individuals whose relationship with the resident is not familial, including attorneys, therapists, Juvenile Probation and Parole Officers, and others providing a professional service to the resident.
2. Professional visits shall be scheduled on weekdays between 8:00 am and 4:00 pm.
3. Visits with professionals shall be held in areas designated by the Supervisor that provide for appropriate security and privacy.

4. All professional visitors shall provide positive proof of identification and shall undergo all required security screenings before entering the secure part of the facility. See [Policy 2070](#).
5. Except as provided in Paragraph 6 below, professional visitors shall leave all personal property including, but not limited to, purses, briefcases, cell phones, medications, keys, and coats in their vehicles or in the lockers provided in the Lobby.
6. Subject to inspection and at the discretion of the Supervisor, professional visitors may bring into the facility such items as are necessary to enable them to conduct their professional business with their clientele.